

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al
U.S. Serial No.: 10/649,452
Date Filed: August 25, 2003
Confirmation No.: 5754
Art Unit: 2614
Examiner: Benny Quoc Tieu
For: *Method And System For Managing Calls Of An Automatic Call Distributor*

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE PURSUANT TO 37 C.F.R. § 1.116

In response to the final Office Action electronically mailed February 27, 2007, Applicants respectfully request the Examiner to reconsider the rejections of the claims in view of the following remarks.